



The Healthcare Division Chair's Progress Report, November/December 2013

by Joe Fortuna, chair

I would like to take a moment to wish all Healthcare Division (HCD) members, and all ASQers, a joyous holiday season and a prosperous and happy New Year. I would also like to thank all of you for your support and hard work during my tenure as HCD chair. It has been a great ride and I have enjoyed every minute of it! I believe that there is a very bright future for the division and that the division is in very good hands under the leadership of the new chair, Bill Dunwoody, and the new chair-elect, Susan Peiffer!

I. The HCD Webinars Are Now Available!!

Thanks to the hard work of Dan Rand and his HCD education committee and Linh Dye our HCD webmaster, the long-awaited, asynchronously HCD webinars are now on our website and available! To access them go to http://asghcd.org/?page_id=7945 and choose the one(s) you want to view. Already, dozens have registered and viewed the programs. Also, please don't forget to tune into the teleconferences with the webinar authors! The dates, times and details for connecting can be found when you register for a webinar. Finally, your feedback is critical. After you have viewed each webinar, please take the time to take the qualtrics evaluation survey. Instructions can be found when you register for each seminar.

II. The HCD Has Another ASQ Fellow

We have just heard from our awards/fellowship committee chair, Ellen Hardy, that the ASQ Board has just granted ASQ Fellowship to Javed Cheema, an HCD member. Congratulations, Javed, from all of us at the HCD!! All HCD members should let Ellen know if you would like to consider applying for fellowship status.



III. New Committee Appointments Made. More on the Way!

Congratulations to Pierce Story, who has done a great job as our current HCD secretary, who will be assuming the role of audit committee chair in 2014. In addition, Graciela de Perez who very skillfully choreographed all of our World Conference on Quality and Improvement (WCQI) events and our HCD booth at WCQI 2012 and 2013 will be assuming the role of chair of the Mexico Regional special interest group (SIG) as of 2014. More appointments are forthcoming.

IV. 2014 HCD Budget and Business Plan Approved by HCD DMC

Capitalizing on the hard work of the HCD officers, committee chairs and activity chairs, Bill Dunwoody has put together an excellent division budget and business plan which has been approved by the HCD division management committee (DMC) and will shortly be on its way to ASQ in plenty of time to meet the Dec.15 deadline. Thanks, Bill, for your yeoman service on this!! The document will soon be posted on our website!

V. Special Edition of the QMD Quarterly Forum to Feature a Report on the HCD Marshall Plan

There will be a special edition of the Quality Management Division (QMD) *Quarterly Forum* published this winter focused on the work of the QMD-HCD Joint Technical Committee on quality management systems (QMS) in healthcare. This committee is jointly chaired by our own Pierce Story and Grace Duffy of QMD. One of the feature articles will be an in depth report on the HCD's Marshall Plan entitled "The ASQ Healthcare Division Marshall Plan: Put Me in the Game, Coach!" It will emphasize the value and importance of getting first-career quality and process improvement professionals—involved in healthcare and will tell the story of one of the true successes of the Marshall Plan, e.g. helping a California hospital save hundreds of thousands of dollars annually in their claims submissions to Medicare. When published, there will be a direct link to this article on the HCD website (www.asqhcd.org). Please look out for this!!

VI. Public Health SIG

The HCD has reached agreement with the Houston Health Department to develop and test a quality management system (QMS) template in a pilot project. Swami Reyes will be our feet on the ground in Houston. When the pilot is complete, we should have a tool for use in all public health departments to assist in organizing their operational documents. Already we have received an expression of interest in collaborating from the quality systems coordinator of the Office of the Chief Medical Officer at the Department of Health in Malta, which has already implemented a QMS system.

Grace Duffy, the chair of this SIG reports that the SIG is now meeting regularly each month and is actively seeking new members. Please email Grace for more info at grace683@embarqmail.com or go to http://asqhcd.org/?page_id=5775.

VII. LSS Conference 2014: Something New and Exciting!!!



The HCD and the Lean Enterprise Division are once again collaborating with ASQ on the Lean and Six Sigma Conference to be held Feb 24-25 in Phoenix. This year there will be an expanded set of offerings on healthcare at this conference. A list of all health-related presentations can be found at <http://asqhcd.org/?cat=20>.

In addition, this year an exciting event has been added: a third day (Wednesday, Feb. 26) devoted exclusively to an in-depth, advanced, hands-on workshop on lean in healthcare (<http://asqhcd.org/?p=7905>). This workshop will be given by Marti Beltz, a nationally recognized, award-winning speaker. Marti will be assisted by Cindy Burns. This third day is being presented jointly by the Lean Enterprise Division and the HCD. HCD members can get more information on this by contacting Dan Rand at drand@winona.edu. More information will be announced soon. When you see the announcement, be sure to sign up early as space will be limited.

We are also working with ASQ's new healthcare marketing director, Marla Wachtl, to generate interest in the healthcare community in Phoenix in a reception the night before the workshop to explain the resources of ASQ and the benefits of membership.

VIII. WCQI 2014: It Is Not Too Early to Start Planning

Plans are underway for an annual meeting of the HCD Members at WCQI 2014. We are also planning an HCD booth and another healthcare leaders lecture. Please let Bill Dunwoody know if you'd like to help in the planning for these events!!

IX. HELP IS STILL URGENTLY NEEDED FOR SEVERAL OTHER HCD COMMITTEES, TASK GROUPS AND ACTIVITIES!! PLEASE CONSIDER PITCHING IN IN ONE OF THESE AREAS. I GUARANTEE YOU WILL GET AS MUCH OR MORE THAN YOU GIVE!!

A. The Healthcare Quality Certification Exam Task Group: The chair of the rejuvenated HCD Certification Exam Task Group, Chuck Gates, is looking for a few HCD members to assist in bringing this long-term "HCD dream" to reality. While it won't be easy, the result will be well worth it and will provide great value to our members. It is not too late to get in on this activity at the ground floor. If you are interested in joining Chuck on this journey, please let him know directly ASAP at CGates@olivet.edu.



B. Task Group on the Value of Nonclinical Improvement Professionals in Healthcare:

Rod Munro is just getting this group up and running and would welcome the support and assistance of all those who have tried to break through the "clinical-only glass ceiling" in healthcare. The intent is to make sure that healthcare has sustainable access to the "A-team" in tackling the problems of efficiency, quality and culture change. If interested, please contact Rod directly at roderickmunro@charter.net.

C. Membership/VOC Committee: Please contact our membership lead, Paul Grizzell at paul.grizzell@corevaluespartners.com or our VOC chair, Gary Kollm at garyak22@yahoo.com.

D. The Education Committee: If interested, please contact Dan Rand at DRand@winona.edu or Kathryn Seifert at kathryn.m.seifert@gmail.com.



- E. The Nightingale Award Committee:** If interested, please contact Grace Paranzino at parangk@kellyservices.com.
- F. Enewsletter Editorial Board:** Please consider signing up to help out. You contact Megan Schmidt at mschmidt@asq.org or Pierce Story at pbstory@capacitystrategies.com.

WARM REGARDS,

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